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Minutes of the Information Management Panel
Friday, July 25, 2003

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Bruce called the meeting to order at 8:39 a.m.

Present: Supervisors Genia Bruce, Jim Behrend and Duane Paulson. **Absent:** Citizen Keith Pickens
Also Present: Information Systems Manager Michael Biagioli, Systems Technology Administrator Allen Mundt, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker and Office Services Coordinator Windy Jicha.

Prior to the arrival of a quorum, the committee handled the following business.

Future Meeting Dates
- August 22
- September 26
- November 21

Future Agenda Items
Update on the Dispatch Center

Updates on Major Projects
Replacement System for Tax Records and Listing – Biagioli said they have two finalists from the RFP review group, Easy Access from Texas and CPC from Florida. Each vendor has come to Waukesha County and made presentations. The Purchasing Department approached CPC and asked them to rebid the project.

Supervisor Jim Behrend arrived at 8:39 a.m.

Biagioli said they are planning on publishing the final scores next week. Easy Access has the lowest cost but they currently do not support any companies in Wisconsin. Easy Access will build a system that is specific to the needs in Wisconsin.

Behrend said if Easy Access can make their system work for all 70 counties in Wisconsin, they would have a bigger market to sell their product.

Biagioli said we can no longer support our current system because it is more than 20-years-old and we don't have the expertise on staff to make code changes. CPC does work with Sheboygan County. Sheboygan County got a good deal from CPC in order to start doing business in Wisconsin.

Paulson asked if the Sheboygan system is good? Biagioli said the old treasurer liked the system and the new treasurer doesn't. Naegle said they've talked to staff in Sheboygan's IS Department about the system and it seems like all upgrades and care of the system are farmed out. When the system was developed, CPC bent over backwards to get it right and now there isn't any connection. Naegle said he is concerned because Easy Access doesn't have a presence in Wisconsin, a lot could be missed in writing the contract and then the company could charge us extra for every little change.

Biagioli said we are so far behind schedule that we won't make it for this tax season. The earliest the system would be working is the November/December 2004 tax season. He's not concerned with the timing because this is part of a capital project so money is there for it.

State Protect Installation – Biagioli said due to budget cuts, the State of Wisconsin had a significant cut in information technology staff. Waukesha County was notified that the state would not install the State Protect

Installation software by the April 2003 deadline. From the memo, Biagioli could not tell if the system would be installed in 2004 or at all. It has been determined that Waukesha County is not getting the software in 2003 so the county will maintain an old operating system just to keep the program going. Biagioli will have to dedicate FTEs to work solely on this project. Eventually, they will be able to retire this system with the advent of the Spillman system. Maintaining this system will cost the county an average of $50,000 per year. The Protect System will be funded through a capital project. BJIS agreed that if Waukesha paid for these modifications, Waukesha County would be able to get the software. Biagioli said he would get a price in the next few weeks as to the cost of this system with modifications. Information Systems will then have to convert the old system and Biagioli has asked for an additional $100,000 to cover the conversion. Biagioli will bring the need for an additional $100,000 to the board this fall in the capital budget process. This installation will save the county at least $50,000 per year. He thinks the state will begin working on this in November with completion in February so he will still have to renew the software license in 2004. Once the conversion is complete, the state will take over the software.

Fiber Extension – Mundt said the fiber is installed and tested. They conducted the preliminary walk through last week and a list was made for CableCom, the contractor, of items that need to be corrected. The final issues list and completion date will be presented to CableCom by the end of the week. The IS department is awaiting final word on when we can use the fiber that is now in place. Mundt believes that it will take eight hours to get each building up and running but they don't want to mess with it until they have final ownership of the project. The buildings are currently connected to the system. Fiber Phase II which will run from the courthouse to Health and Human Services including the Juvenile Center and the Courthouse to Davidson Road Tower has been "spec'd" and estimated. A list of contractors has been assembled and preliminary price quotes are favorable as compared to budgetary estimates. They are putting the fiber in conduit and burying it away from the jail project. It will be utility marked and easy to find in the future.

Biagioli said there is a modification to the 2005 capital plan, which has a possibility of being offset by federal funds. The capital plan for this project has been written with language relating to terrorism in hopes of getting federal funding.

Power Upgrade of Computer Room – Mundt said the purpose of the Power Upgrade Project was to upgrade the Uninterruptible Power Supply (UPS) at the data center. This was required to safely and adequately support the systems and servers in our data center. The contracting for this project was done earlier this year. In order to provide for power conditioning and bypass circuitry, considerable cabling had to be performed. The final installation and cutover was performed on June 8 and was successful. The current load is running at approximately 30%. This will be a 10-15 year solution which was planned for the technical life cycle of the box.

Health Insurance Portability and Accountability Act (HIPAA) –
Mundt said he deals with HIPPA security rules, which were published in February 2003. Waukesha County has contracted with a contractor to complete a gap analysis. The security rules will require us to have up-to-date policies and training covering a wide variety of staff including the IS Department, housekeeping, Health and Human Services Department, etc. We will need to investigate complaints, complete periodic audits and audit logs. We have until April 2005 to comply with these rules.

Naegle said the EDI transaction piece is due October 16, 2003. We've hired a contractor to help us complete this part. We are working with vendors to decide how to send information to a clearinghouse and get the best deal. We will be paying more per transaction because we will be sending less than 1,000 transactions at a time. It is difficult to find a clearinghouse that will handle such a small number of transactions.

CITRIX Expansion Remote Access – Biagioli said Broker has contracted with Allied to conduct a return on investment to go forward with the expansion of the CITRIX environment. This is an alternative to reaching county systems from remote locations and has become a successful pilot. Many Sheriff's Department substations are up on this environment and get better speed than users located on the main campus. The system is very secure and remote users can access the county from home or off-site. CITRIX is a phenomenal asset.

Broker said this started with home access and was successful and then it branched into the small substations and then to parks offices. Additional smaller offices can get hooked up in the future.

Biagioli said there are advantages to moving ahead aggressively such as adding CITRIX farms, enhanced security and terminal hookups at desktops. It will not allow people to bring viruses into the system or download information from the Internet and there will be no "A" or "C" drives. Another plus is that all upgrades can be done from the server instead of upgrading all PCs separately. Terminal server devices are half the price of PCs, don't have any moving parts and are disposable within six to ten years. This is an initiative that will be a savings for the county but you do have to pay money upfront to save money. One CITRIX server can support 30 users but there are systems and tasks that can not be transferred to this system for security, power or compatibility reasons. The expansion is a capital project request for this fall. Biagioli said there is not enough money in the EUTF to cover the start up of this fund. By 2005-2006 he's looking to save $75,000 per year.

Update on the Completion of the First Technology Request Process
Biagioli said the review process is a way for an organization to control the flow of information technology projects. The process has to have the buy-in of all players in order for it to work. The Department of Information Systems doesn't bring in any money to the bottom line so you want to maximize the value of their services. First IS does a risk assessment and evaluation of the value a project brings to the county. This information is then presented to the steering committee. There are projects that no matter what the risk or value to your operation, you have to do for reasons such as grants and timing, state mandates, current projects etc. There were 54 requests that were paired down to 36 by combining and eliminating. Next projects were reviewed to determine what it would cost to accomplish, homogenized and brought to the steering committee. Biagioli handed out the Technology Results dated April 1, 2003. He believes that those projects that didn't fit into the timeline will need to be reevaluated in 2005 by the committee.

Mader said it was a good process that will be enhanced by starting earlier next year. They will be able to evaluate hard and soft costs and benefits of the projects next year. With this process, the members of the steering committee become aware of all the projects IS takes on not just those that are within their domain.

Biagioli said this list gives the Information Management Panel an advance look at what the panel will be discussing at future meetings. Everyone involved in the process was able to look at priorities and begin to understand some of the issues the department normally deals with.

Discuss Information Systems Department Major Budget Initiatives for 2004
Biagioli handed out the Information Systems Budget Initiatives for 2004 and read through the list. Below are some additional highlights from the list of initiatives.
1. The state wants Waukesha County to load SACWis onto our systems and charge us $80,000 per year. The county is fighting this and wants to use our systems and then eventually put in SACWis. This initiative will keep paper work to a minimum and significantly reduce face-to-face contact.

4. The county wants to determine what Office Suite to use. There is a capital project for this initiative but we want to wait until the state makes a decision on software first.
5. The target date for the Storage Area Network is April 2004.
6. The Department of Transportation has approached Waukesha County to connect the dispatch center to the highway cameras which would be a plus for our enforcement area. These pictures would go to the state patrol headquarters dispatchers with a link on Davidson Road and also pulled through to the Communications Center. Both the Communications Center and the State Patrol would both have remote control of the cameras.
7. Currently there are nine different cashiering systems across the county and they are difficult to maintain. Biagioli would like to reduce this to five different systems.

Approval of Minutes May 23, 2003
MOTION: Behrend moved, Paulson second to approve the minutes of May 23, 2003. **Motion carried:** 3-0.

In absence of any objections, Bruce declared the meeting adjourned at 9:58 a.m.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel